National Aeronautics and Space Administration

NASA

ESC Exploration & SPACE Communications

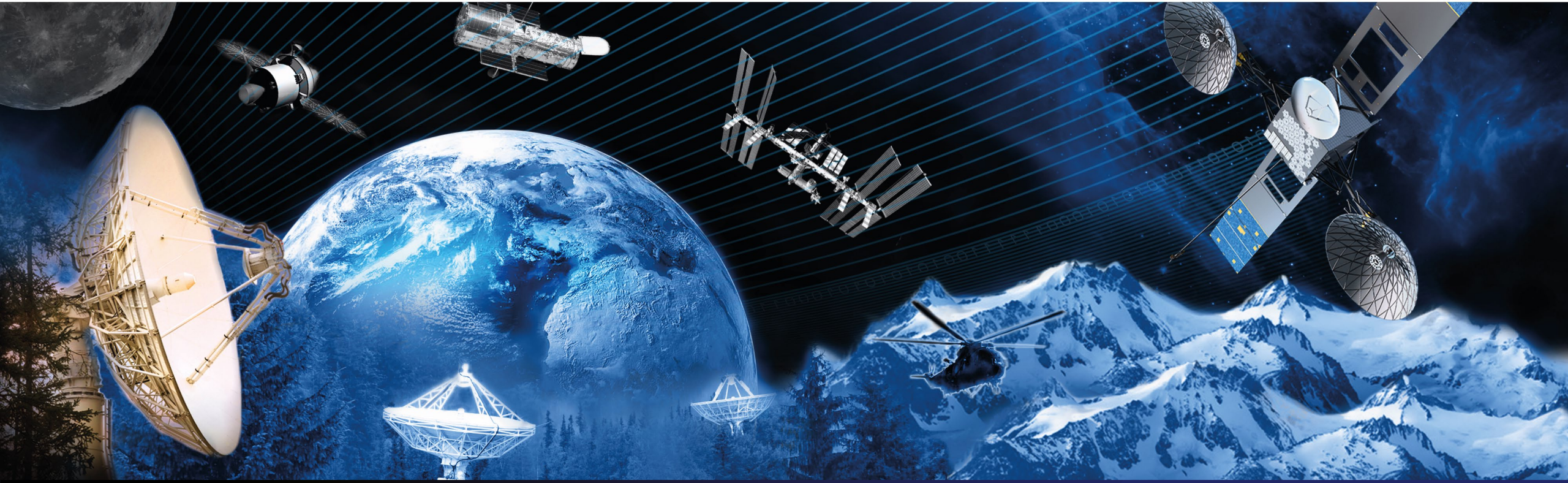
*More than you ever imagined...*

# A Technical Overview of the Mission Onboarding Process Managed by the Mission Engagement Working Group (MEWG)

Devin Bitner (NASA - GSFC)

Kaushik Shah (Aerospace Corporation)

February 2024



# Commercialization Innovation Synergies (CIS)

## MISSION ENGAGEMENT

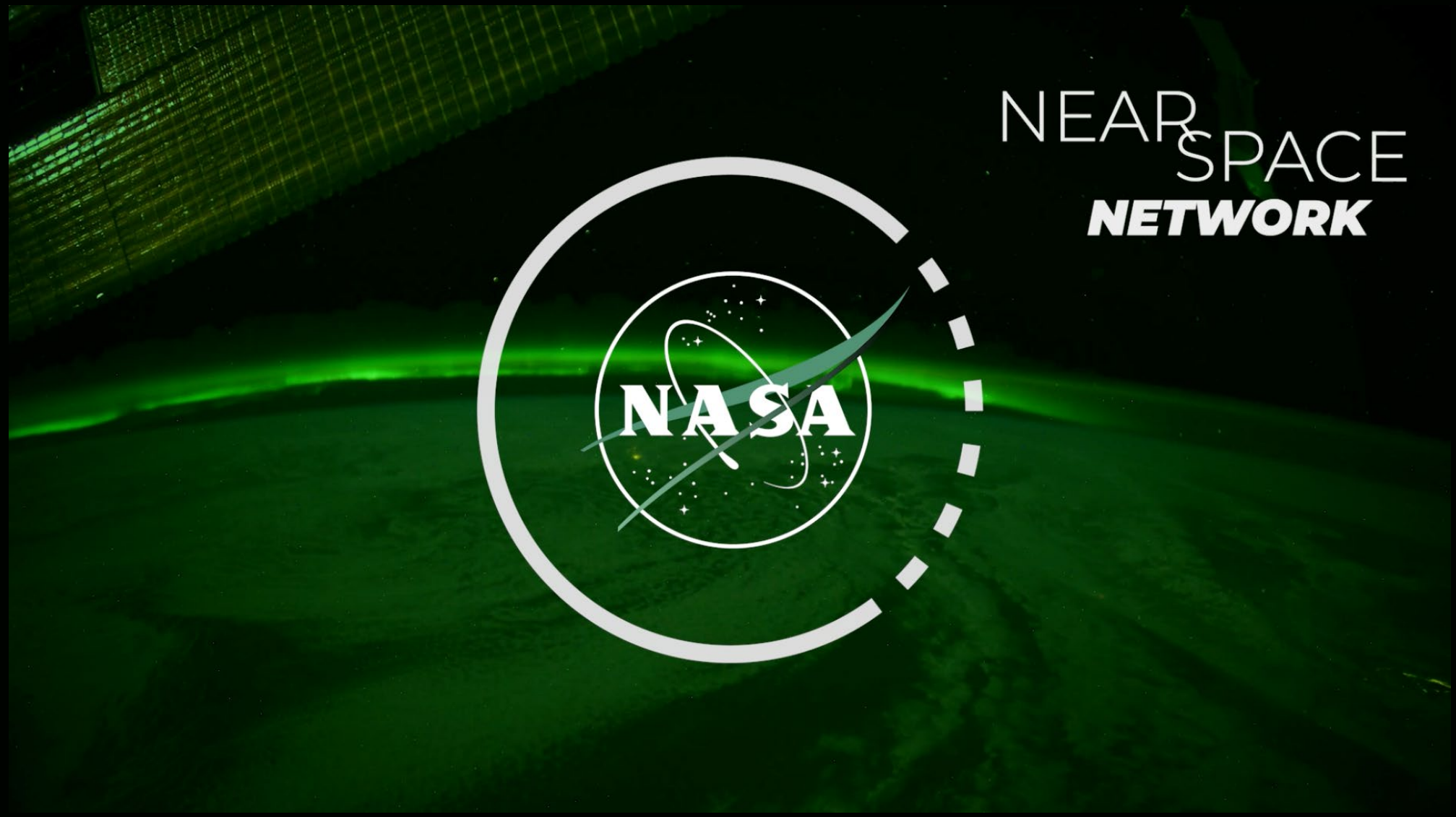
Who:
Mission Teams

How: Promoting NSN Services and Capabilities

Result: Onboarding Missions



# Our Network: The Near Space Network



# Our Goal: Partnerships & Interoperability

## COMMERCIAL

**PUBLIC / PRIVATE PARTNERSHIPS**

Embracing the expanding aerospace industry to bring new expertise and cost savings to the government.

**NASA + INDUSTRY**



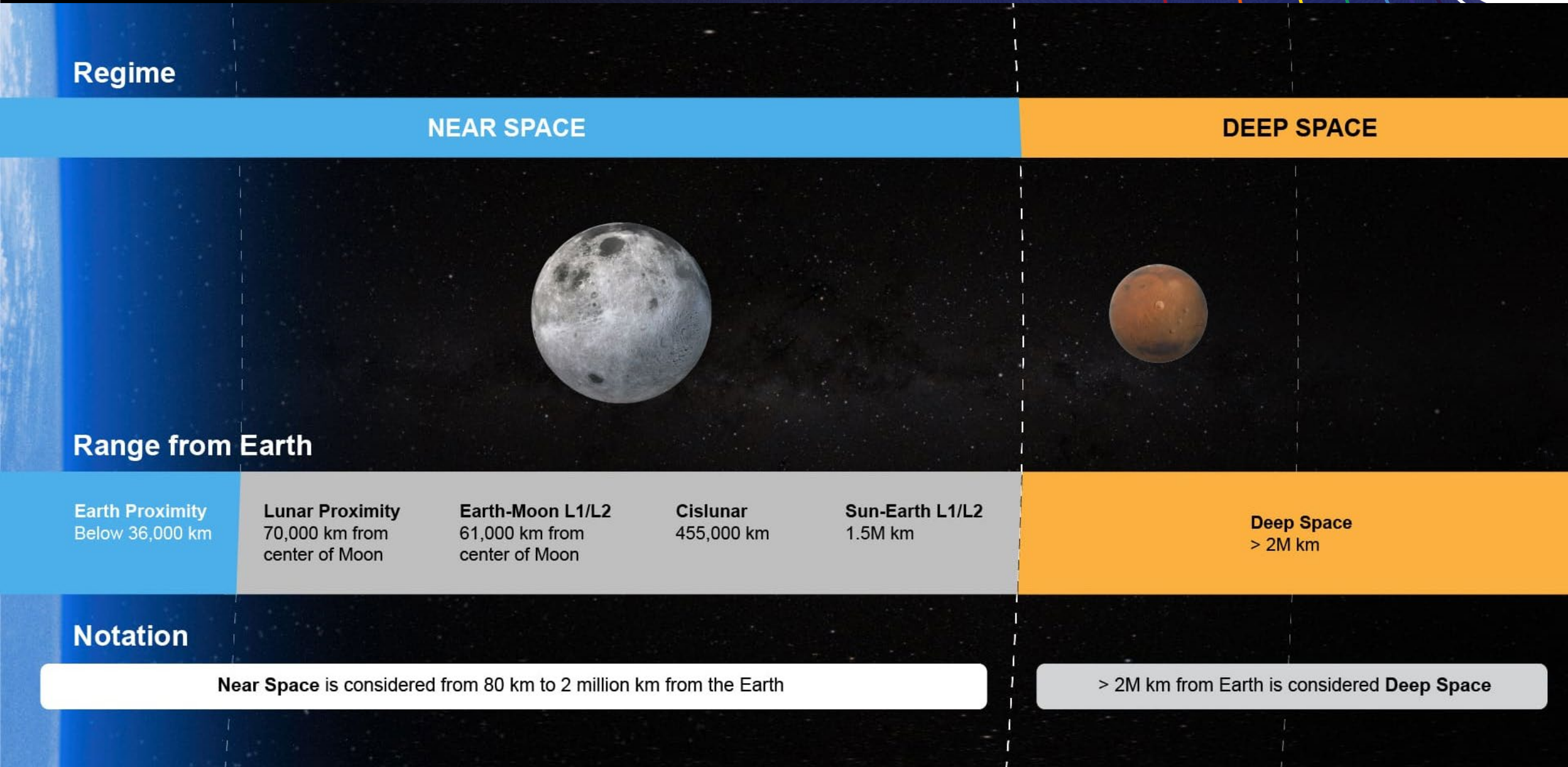
## GOVERNMENT

**AGENCY PARTNERSHIPS**

Collaborating with national and international agencies for interoperability and maximized capabilities

**NASA + Other Government Agencies (OGAs)**

# Network Regimes



# MISSION ENGAGEMENT



- Onboard new missions for the Near Space Network
- Coordinates collection of mission technical requirements
- Defines inter-and intra-ESC organizational interactions and roles centered on providing mission solutions
- Facilitates mission onboarding processes to secure NSN services
- Supports missions in early phases to ensure “right sized” solutions are provided

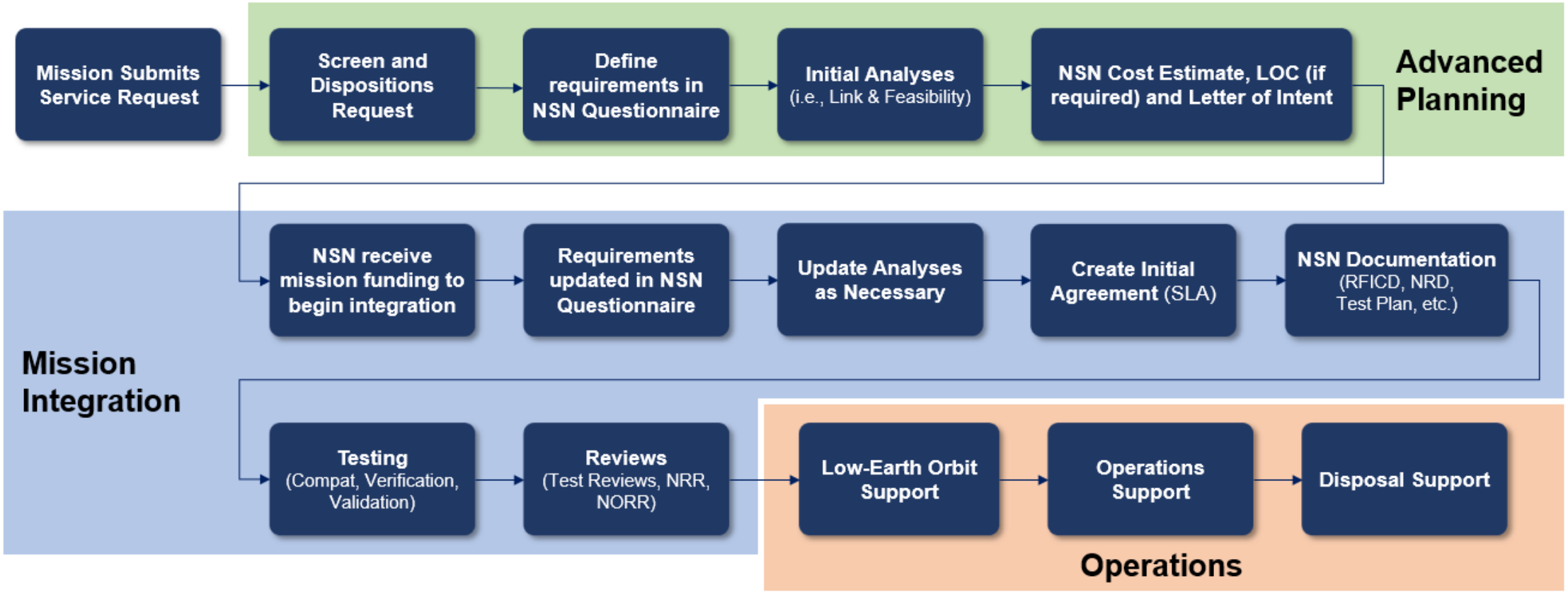
# Mission Engagement Working Group 1/2

1. **Central Interface:**
   a. The MEWG acts as the primary entry point for missions to request communication and navigation services from the Space Communications and Network (SCaN).
   b. It serves as the initial contact for these missions (referred to as "customers") to engage with the Near Space Network (NSN).
2. **Screening and Evaluation:**
   a. Reviews and assesses service requests for NSN support.
   b. Ensures that each request includes all necessary information for accurate evaluation.
3. **Request Management:**
   a. Records all incoming requests for traceability.
   b. Categorizes requests to streamline the assessment process.
   c. Coordinates the internal workflow to address the requests effectively.
   d. Assigns tasks for further action to the appropriate NSN teams.

# Mission Engagement Working Group 2/2

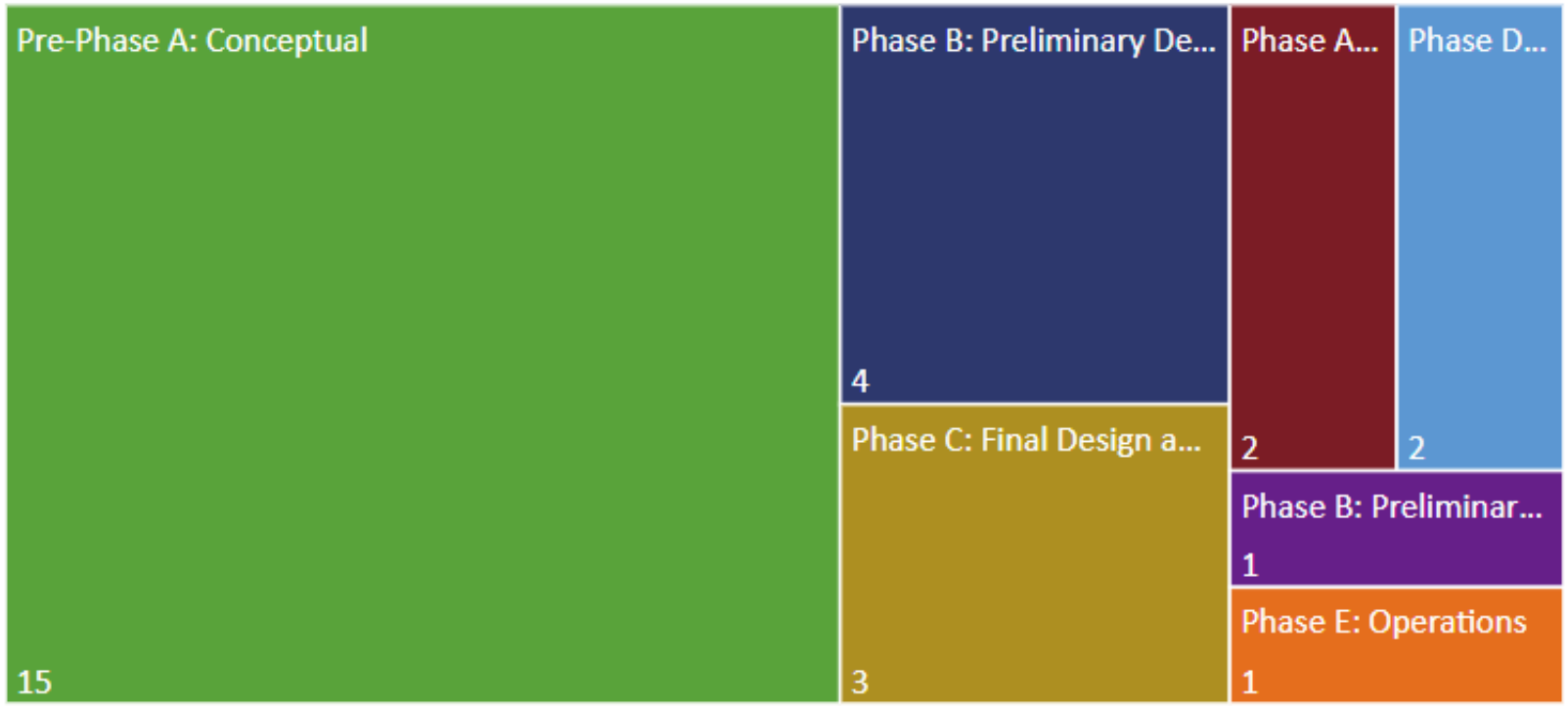
4. **Customer Support and Feedback:**
    a. Provides comprehensive support for missions located within two million kilometers of Earth.
    b. In the event of a request denial:
        i. Diagnoses the reasons for rejection.
        ii. Suggests possible solutions for the customer to address the issues.
    c. Delivers focused, clear, and actionable feedback to the customer in a timely manner.
5. **Process Simplification:**
    a. Aims to simplify the customer's interaction with the NSN.
    b. Reduces the complexity of communication by minimizing the points of contact.
6. **Post-Screening Procedure:**
    a. Once a request clears the screening phase:
        i. The MEWG transitions the responsibility to the NSN Project team.
        ii. The NSN Project team manages all subsequent customer communications.
        iii. Continues to update and inform the customer as the NSN processes their request.

# MEWG Process

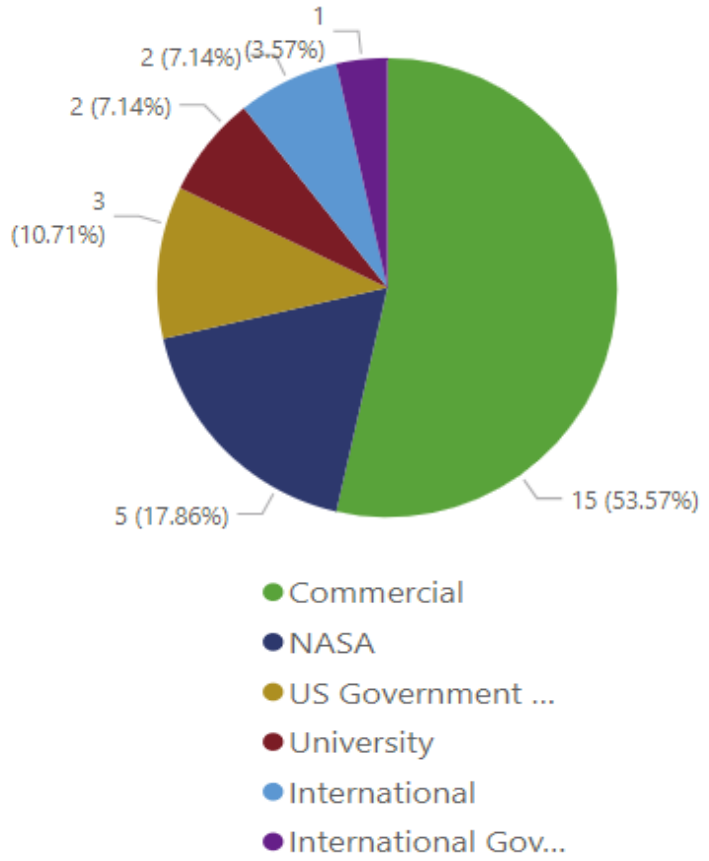


# MEWG Service Inquiry Request Dashboard

## Request by current mission phase




## Request by sponsor organization type



# Engage with Us

- Inquire about services through our “Service Inquiry Form”
- https://go.nasa.gov/NSNServiceInquiry